



City of South Bend

Vacancy Announcement

Post Date: Friday, November 21, 2014

Closing Date: Thursday, November 27, 2014

DATA ANALYST

Position is available on or after January 1, 2015

Category: Full Time
Department: Code Enforcement
Reports To: Director of Code Enforcement
Schedule: Monday-Friday, 8 AM-5 PM, Schedule may vary based on operational needs.
Pay Rate: \$41,000-\$49,000 (Exempt)

Position: **SUMMARY**

Works as part of a team to mitigate unsafe building hazards and contribute to an increased quality of neighborhood life in South Bend. Analyzes complex information related to Code violations, unsafe buildings, and departmental outcomes. Helps refine and implement protocols related to data collection and processing. Tracks progress and trains staff in data collection, protocol, and process management. Tracks data generated by inspectors and secretaries related to Key Performance Indicators (KPIs). Generates high-quality reports related to departmental progress. Maps data using GIS. Identifies issue areas with KPIs and departmental health. Evaluates and implements solutions for improved data processing and operational efficiency.

SUPERVISION EXERCISED

Interns and office volunteers as needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This list represents the types of duties required by the position. Other duties may be assigned as reasonably expected.

- Analyzes data related to vacant and abandoned properties, demolitions and code violations.
- Develops protocols, trains staff, monitors progress towards goals. Responsible for training staff to ensure procedures are adequately performed. Content areas may include use of the department's ERP, MS Office, field-to-field data collection, processing, and analysis.
- Produces high-quality deliverables in MS Office.
- Processes monthly reports for departmental statistics.
- Schedules and resolves Code Enforcement hearings.
- Processes environmental citations.
- Monitor overall efficiency of the office and provide additional support to office personnel.
- Proofreads and edits documents and publications.
- Creates daily and weekly reports for varied stakeholders.
- Assists with policy and procedural analysis, revision and implementation.
- Facilitates office organization efforts.

- Purges and scans files to provide support for paperless office initiative.
- Coordinates utility retirements with Nipsco, AEP and Water Works.
- Serves as the point-of-contact for questions regarding status of Vacant & Abandoned and Demolition properties.
- Aids in the transition between data tracking software programs.

NON-ESSENTIAL DUTIES

- Answers phones, assists customers, and performs other duties as required.

QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND/OR EXPERIENCE

- Bachelor's degree or advanced education in Statistics, Mathematics, Information Management and/or similarly quantitative degree preferred.
- Minimum 3-5 years' experience or equivalent education in data analysis.

KNOWLEDGE, SKILLS AND ABILITIES PREFERRED

- Must be highly skilled in Microsoft Office including Word, Excel, PowerPoint, and Outlook. Experience with Excel to include customizing PivotTables, Data Analysis ToolPak, Formulas, and Charts.
- Proven customer service skills, oral and written communication skills, and organizational skills.
- Strong analytical and problem solving skills.
- Ability to review and organize data.
- Experience with VBA Macros a plus.
- Experience with integrating data with mapping tools a plus.
- Knowledge of good data management techniques
- High degree of comfort working with different stakeholders.
- Data visualization experience preferred.

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Indiana Driver's License if required to drive City vehicle.

EQUIPMENT

Desktop computer or laptop, telephone, fax, copy machine, scanner.

WORK ENVIRONMENT

Work is performed in office setting, with moderate inside temperature. The noise level in the work environment is usually quiet to moderate in the office. Entire office is smoke free. May be called into the field to confirm quality of work completion.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear. The employee is occasionally required to walk; use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required in this job include vision and the ability to adjust focus.

EQUAL OPPORTUNITY EMPLOYER

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information, or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.

TO APPLY

All applications for currently posted positions will be submitted online at www.southbendin.gov or at the City of South Bend Office of Human Resources, 227 W. Jefferson Blvd., 12th Floor, South Bend, IN 46601.

Pre-employment drug screen required.